**JOB DESCRIPTION**

**Job Title:** IT Technician

**Grade:** C1 SCP 12-17 37 hours per week

**Reporting to:** IT Manager

**Job Purpose**

Responsible for maintaining and developing the IT resources for safe, effective use by staff and students. Duty to support the wider IT Services team in delivering outstanding IT services.

**Responsibilities**

* Provide appropriate technical support, help and advice to staff and students.
* Maintain and monitor the appropriate use of any software or hardware.
* Support the wider IT Services team with the development and deployment of desktop hardware, desktop infrastructure, network infrastructure and ancillary equipment.
* Support the wider IT Services team with the delivery of changes to hardware and software, ensuring documentation is updated.
* Respond to support requests in line with procedures, recording detailed diagnostic information and using appropriate knowledgebases/logs to assist with diagnosis and resolution.
* Negotiate with suppliers and external contractors and track external support calls.
* Identify software, hardware and working practices required to fulfil functional specifications as defined by academy and trust staff.
* Conduct individual and group training on the use of IT resources.
* Review and make suggestions to improve the service provision of the IT Services team.
* Work as part of a team adopting flexible working practices, attending meetings and liaising with staff at all levels to ensure efficient operation of IT systems.
* Enhance knowledge and skills relevant to IT through online resources and attend relevant courses where appropriate.
* Any other duties corresponding to the general character of the post and appropriate with its level of responsibility.

**General**

* Be aware of, and comply with, policies and procedures relating to child protection, health and safety, confidentiality and data protection.
* Perform other relevant tasks as directed by senior leaders.
* Work in partnership with, and across, other TGAT Academies as required.

**Key Skills**

* Strong computer hardware and software skills, with an ability to effectively troubleshoot and resolve problems.
* Outstanding communication skills, both oral and written, with ability to communicate with people at all levels.
* Good interpersonal skills to work effectively with staff, students and parents/carers.
* Able to work on own initiative.
* Able to work cooperatively in partnership with other TGAT academies.

**PERSON SPECIFICATION**

**Qualifications/Experience**

Essential

* A minimum of two years’ experience in an IT support role.
* Experience of delivering services to meet customer needs.
* Experience of managing competing priorities and working to tight timescales.
* Possess GCSE qualifications, including a minimum of grade C / 5 in English and Maths.

Desirable

* Experience in education (primary, secondary, post 16 or alternative provision).
* Experience of configuring / monitoring networks, telephony and wireless systems.
* IT qualification/s, e.g. Microsoft, Cisco, CompTIA a+.

**Knowledge, Skills and Abilities**

Essential

* Excellent communication skills, both written and oral and the ability to communicate with different groups of people.
* Good administrative skills.
* Working knowledge of Windows Server 2008R2, 2012 and 2016.
* High-level working knowledge of Windows 7, Office 2013/16 management and deployment.
* Excellent customer service skills and the ability to understand the needs of our students, staff, parents and carers.
* Excellent organisational and time management skills and the ability to prioritise work for yourself.
* Good analytical skills and a systematic and methodical approach to problem solving.
* Ability to work on own initiative as well as part of a wider team.
* Ability to disseminate knowledge and good practice to other members of staff.
* Full UK driving license and a vehicle to travel between academies.

Desirable

* Windows 10 management and deployment.
* Excellent proficiency with AV systems, including staging, lighting and sound.
* Experience of supporting Apple devices such as iMacs and iPads in a Windows networked environment.

**Personal Attributes**

Essential

* Self-motivated and proactive.
* Adaptable, willing and flexible.
* Conscientious and dependable.
* Calm, organised and methodical.
* Enthusiastic, ambitious and hard working.

*Please be aware that The GORSE Academies Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all staff and volunteers to share this commitment. This post is subject to a DBS check & satisfactory references. We promote diversity and aim to establish a workforce that reflects the population of Leeds.*